

DVTel Global Services

Platinum Service Level Agreement

Why Upgrade to Platinum?

Most Comprehensive Service Engagement Model Reduces Enterprise-Grade Project Risk and Increases End User Satisfaction

Round-The-Clock Access To DVTel's Support Helpdesk

DVTel's Platinum Service clients enjoy 24x7 technical support for critical concerns in addition to the standard Support Helpdesk availability. Those customers allowing outside access to their security system see vast improvements in response time and ultimately a higher degree of system uptime through the Remote Assistance program. This program relies on industry-standard remote assistance tools such as LogMeln Rescue and can be custom-tailored to a given End User's requirements to ensure complete compliance with IT security policies and procedures.

System Review Session

End Users enrolled in the Platinum Service Package participate in twice-annual system reviews to ensure compliance with DVTel Best Practices and address any outstanding support and / or logistical concerns. These sessions involve the formal review of system logs, end user tile layouts, user privileges structure, and any advanced DVTel features. Training will be performed on best practices in system use and feedback will be gathered on desired additions to DVTel product feature sets.

Account Manager

Platinum Service clients have a closer relationship with DVTel through a single point of contact within DVTel's Account Management division to handle all logistical concerns from installation through system commissioning. This representative will serve as the repository for all project requirements and timelines, providing such services as: manufacturer representation on project conference calls, tracking of project development and customization efforts vis-à-vis Microsoft Project Gantt charts, and scheduling of on-site system commissioning and training services as required.

Plus Much, Much More!

DVTel's Platinum Service clients experience one-fourth the average callback time versus Gold Clientele. In addition, Platinum Service clients have all the perks of Gold Service Customers, including free version updates, advance RMA replacement for in-warranty units, and access to DVTel's Online Support Portal.

SLA Level	Prioritized Helpdesk Support (8am–8pm ET, M-F)	Prioritized Remote Assistance (8am–8pm ET, M-F)	Online Support Portal	Software Version Updates	Advance RMAs	24x7 Helpdesk Support	Software Review Sessions	Account Manager
Gold SLA	●	●	●	●	●			
Platinum SLA	●	●	●	●	●	●	●	●